

Information for refugees from around the world

- English version -



Issued by Amt für soziale Dienste
City of Leinfelden-Echterdingen
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Leinfelden-Echterdingen, December 2024

Foreword

Dear refugees,

*welcome to the city of Leinfelden-Echterdingen!
After your escape and your stay in an accommodation in
the district of Esslingen, you have now arrived in LE. "LE"
is how we call our city Leinfelden-Echterdingen in short.*

*We as members of the city administration as well as our
many volunteers want to help you to an easiest possible
beginning. We want to explain the first steps you need to
take. And we inform you about other important topics:*

- ✓ *Beginning in Leinfelden-Echterdingen*
- ✓ *Everyday life*
- ✓ *Applications*
- ✓ *Housing*
- ✓ *Health care*
- ✓ *Help and support*
- ✓ *Work*
- ✓ *Education*
- ✓ *Mobility*

*In this brochure, you will find the necessary information,
addresses and contacts for LE that may help you.
Take your time to get to know everything.*

We wish you all the best for your beginning in LE!

*Amt für soziale Dienste
(department of social services)
and the team from IntegrationLE initiative*

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1 Beginning in Leinfelden-Echterdingen

1.1 Registration

- You are new to Leinfelden-Echterdingen. You will need to register,
 - first at the "Bürgeramt" (citizens' office).
 - Then at the "Ausländerbehörde" (foreigners' registration office).
- To register at the "Bürgeramt" you need:
 - Papers proving your identity.
 - A certificate of your place of residence.
- Documents proving your identity are:
 - "Gestattung" (permit) (*paper showing that you are entitled to stay in Germany for the asylum procedure*)
 - Passport
 - "Geburtsurkunde" (birth certificate)
 - A different official paper from your country providing information about you.
- At first, your certificate of residence comes in form of an "Einweisungsverfügung" (admission order) (*paper with an order to live there*) for a "Gemeinschaftsunterkunft" (shared accommodation). You will receive your "Einweisungsverfügung" from the "Amt für soziale Dienste" (department of social services) when you move into the shared accommodation.

- There are two "Bürgeramt" office locations in Leinfelden-Echterdingen:
 - Bürgeramt Leinfelden, Marktplatz 1.
 - Bürgeramt Echterdingen, Bernhäuser Str. 9.
- The [opening hours](#) of each "Bürgeramt" are indicated on the website of Leinfelden-Echterdingen.

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- Most of the time, you can go to the "Bürgeramt" without having an appointment.
You can also [make an appointment online](#).

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- To register with the "Ausländerbehörde", you need to go to the Marktstraße 12 in Leinfelden.
You can only go to the "Ausländerbehörde", if you have an appointment.
- This is how you can make an appointment at the "Ausländerbehörde":
 - You can write an E-mail to:
Auslaenderbehoerde@le-mail.de
 - You can make a telephone call: 0711 1600-980.
The "Ausländerbehörde" does not always answer the phone.
Please only call at available times.
These telephone availability times are indicated on the [website](#) of Leinfelden-Echterdingen.

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- If you move house within the city of Leinfelden-Echterdingen, you will have to go back to the "Bürgeramt".

You will need to re-register.

You must bring the following:

- Documents proving your identity.
- Certificate of new residence:
 - The "Einweisungsverfügung" from the city.
 - Or the "Mietvertrag" (lease agreement) for the apartment.
 - Or a completed form from your landlord.

2 Everyday life



2.1 Rules

- There are a lot of rules in Germany.
- It is sometimes difficult to always do everything by the rules.
But the rules help to make sure that everything works smoothly.
- That is why it will be good for you if you stick to the rules.
Then there will be fewer problems for you.
- Examples of such rules include:
 - The "Hausordnung" (house rules):
In every accommodation and in every house with several apartments there exists a "Hausordnung". If you adhere to the "Hausordnung", there will be fewer problems with your neighbours and with the landlord.
 - The night rest house rules:
Between 10:00 p.m. and 6:00 a.m. you must be quiet.
Many people must start work early in the morning. Therefore, they must go to bed early to sleep. Loud music, loud conversations and noises are therefore prohibited,
 - in the shared accommodation
 - in the apartment
 - outside.

2.2 Appointments

- In Germany, it is important to be on time for appointments.
- If you come too early, no one has time for you yet. Then you'll have to wait.
- If you are late, the time reserved for you has passed. No one has time for you anymore. Then you will have to make a new appointment. And you must wait again for the new appointment.
- If you want to discuss something at an office or other authority, don't forget:
 - It is always better to make an appointment in advance.
 - If it is very urgent,
 - call and explain what you need to discuss.
 - Also explain why it is urgent.

2.3 Letters, papers and official E-mails

- In Germany, you must prove everything in writing.
- Therefore, the following is important:
 - Keep all papers, contracts, letters and other documents and store them safely. Preferably store them in a briefcase or folder. You should also store important E-mails, preferably in an online cloud or on a USB stick. For example, keep letters
 - from authorities
 - from the "Landratsamt" (district office) and from the "Jobcenter" (job centre)

- from "BAMF" (abbreviation for "Bundesamt für Migration und Flüchtlinge" which is the federal office for migration and refugees)
 - from the court
 - from your lawyer
 - from all official bodies
 - from the "Kita" (kindergarten/daycare) and from the school
 - from your landlord
 - from your electricity provider
 - from the "Beitragsservice für den Rundfunkbeitrag" (broadcasting licence fee service) (*office that processes the payment of radio and television fees*)
 - from your employer
 - from your health insurance
 - from your bank.
- Have all letters and E-mails translated and explained to you as soon as possible. Frequently, there is a given deadline, so you need to respond or object within a limited time. Once a deadline has passed, what is written in the letter or E-Mail becomes effective. Then no one can change anything anymore. Please read about this in chapter 3.3.
 - Information that someone tells you on the phone or during a conversation, can't be proved by you. Therefore, for important matters, ask for an E-mail or a letter with a report about the conversation.
- If you sign something, it is valid. Therefore, do not sign anything you don't fully understand. Always have everything explained to you in detail before signing. Once you have signed, usually you are not able to change anything.

2.4 Authorities

- There are various authorities in Leinfelden-Echterdingen.
- Important authorities for you are:
 - Ausländerbehörde (foreigners registration office):
Marktstraße 12, 70771 Leinfelden-Echterdingen
Phone: 0711 1600-980
E-mail: Auslaenderbehoerde@le-mail.de
 - Bürgeramt (citizens' office):
 - Bürgeramt Leinfelden:
Marktplatz 1, 70771 Leinfelden-Echterdingen
Phone: 0711 1600-300
E-mail: BA-leinfelden@le-mail.de
 - Bürgeramt Echterdingen:
Bernhäuser Strasse 9,
70771 Leinfelden-Echterdingen
Phone: 0711 1600-600
E-mail: BA-echterdingen@le-mail.de

[Appointments at the "Bürgeramt"](#) can be booked online.

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- Amt für soziale Dienste (department of social services):
Neuer Markt 3
70771 Leinfelden-Echterdingen
Phone: 0711 1600-270 or 0711 1600-234
E-mail: amtfuersozialedienste@le-mail.de

"Wohngeldstelle" (housing benefit office):
Marktstraße 12
70771 Leinfelden-Echterdingen
Phone: 0711 1600-270 and 0711 1600-234
E-mail: wohngeld@le-mail.de.

- Getting appointments at the offices depends on the current situation.
You can always find up-to-date information on the [website of Leinfelden-Echterdingen](#).



2.5 Passport photos

- You can get passport photos made for your ID cards,
 - in many drugstores.
 - in photo studios.
- Check out prices first.
In drugstores, passport photos are often cheaper than in a photo studio.

2.6 Payment

- You can pay:
 - With cash.
 - In most shops also with the bank card for your current account and with the PIN from your bank.
 - Maybe soon with a "Bezahlkarte" (payment card).

- At farmers' markets and in small shops, you can sometimes only pay with cash.
- In some shops, you can also pay with your smartphone.
You'll need to set this up on your smartphone first.
Your bank will explain how to do this.

2.7 Withdrawing money from the current account

- You can withdraw cash from your current account with the bank card for your account and with your PIN,
 - at an ATM.
 - at a branch of your bank.
- If possible, only get cash from ATMs from your own bank.
At ATMs from other banks, you often must pay high fees.
- Please read about how to get a current account in chapter 3.5.

2.8 Spending money

- The money you receive each month is intended for the whole month.
You do not get money again until the next month.
Please think carefully when shopping:
 - How much money do you have left until the end of this month?
 - And: How much money will you still need this month?

- If possible, always save a little money.
Even if you can save very little money.
Maybe you may need more money than usual in the next month, for example, to pay a lawyer, to pay special fees for a passport or other things.
- You can buy many things cheaply.
Please find more information about this in chapter 2.9.
- Be careful with expensive things:
 - If possible, do not get into debt.
 - If possible, do not purchase on instalments.
 - Do not close expensive mobile phone contracts.
Frequently, you will not be able to pay back the debt or the instalments.
Then you will have problems, for example, when renting an apartment.
Please find more information on problems with debt in chapter 6.9.
- Please find important information about contracts in chapter 2.10.

2.9 Shopping

- Food and other things for everyday life can be found at supermarkets and discount stores.
At discount stores, goods are usually cheaper.
The addresses of supermarkets and discounters can be found on the Internet.

- You can buy clothes second hand.
 - There are thrift stores with good quality clothes in Leinfelden-Echterdingen.
 - In autumn and spring, you can buy children's clothes at a "Kinderkleiderbörse" (children's clothing exchange).
 "Kitas" (kindergartens) frequently organise these exchanges.
 Dates and addresses can be found in the "Amtsblatt" (city official gazette) under the heading "Kinder" (children).
 - Baby clothes and children's clothes can also be bought in the thrift store "Schatztruhe" in the ["Arche Nora"](#).

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- Good quality used clothes, linen and other household goods, strollers, toys and satchels are available in the ["KämmerLE e.V."](#) at Bernhäuser Straße 13, in Leinfelden-Echterdingen.
 You donate €1 for every item you take with you.
 Opening hours: Every 2nd and 4th Saturday of the month from 10.00 a.m. - 12.00 p.m.

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- In Echterdingen as well as in Filderstadt-Bernhausen there is a "Diakonieladen" (charity shop):
 - A "Diakonieladen" sells food and other things that have been donated at a very cheap price to people who have a low income.
 - If you would like to shop in a "Diakonieladen", you need a special ID-card.
You can get this ID-card at the "Diakonieladen," if you can show a notice of your income,
 - from the "Landratsamt" (district office).
 - from the "Jobcenter" (job centre).
 - In the "Diakonieladen" in Echterdingen, you will also find used clothes and household goods.
In the "Diakonieladen" in Bernhausen, you will find a bigger variety of clothes and household goods.
 - The "[Diakonieladen" in Echterdingen](#) is located at Obergasse 6.
The [current opening hours](#) are also available on the Internet.

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- The address and opening hours of the "[Diakonieladen" in Filderstadt-Bernhausen](#) are also available on the Internet.

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2.10 Contracts

- Do not sign contracts,
 - if you don't understand the contract,
 - if you don't know exactly what's in the contract, not even for a mobile phone, for a job or for an apartment.
- Before you sign a contract:
 - Get the contract in writing.
 - Always study the terms and conditions in the contract diligently.
Terms and conditions mean,
 - what you must do for another person or for a company.
For example:
Pay money every month.
Get to work on time daily and work well.
 - what the other person or a company must do for you.
For example:
Lease an apartment to you.
Give you a job and pay for your work.
 - Best have the contract explained to you by a person who is knowledgeable about contracts. Ask the helper circles to find such a person. Please find more information about the helper circles in chapter 6.3.

- What you should know:
 - A contract is not a good contract,
 - if you must sign the contract immediately.
 - if the offer is only valid on the same day.
 - if you are pressured to sign the contract as soon as possible,
 - if you are not allowed to
 - read the contract in peace.
 - take the contract home with you.
 - have the contract explained.
- Please remember:
 - If you have signed a contract, the contract is valid. You must fulfil the terms and conditions of the contract.
Even if you change your mind after that.
 - Often, you can't simply withdraw from a contract.
 - If you close a contract to purchase something, you must pay for what you bought, for example an expensive mobile phone.
If you don't pay up, you may have to pay a lot more later.
 - If you do not obey the rules of a "Privathaftpflichtversicherung" (private liability insurance), the "Privathaftpflichtversicherung" does not cover in the event of damage.
Please find more information about "Privathaftpflichtversicherung" in chapter 2.11.
 - If you do not fulfil the requirements of a rental agreement, your landlord can terminate your lease.
And you will have to move out of your apartment.
 - If you do not comply with the rules in your employment contract, your employer can dismiss you.
Then you will not be able to continue to work.
And you will not be able to earn money anymore.

- If you want to get out of a contract, you must terminate the contract.
But:
 - Often, you have to wait for a minimum term until cancellation.
The minimum term is indicated in every contract.
 - You must observe the notice period. Notice period is the period after termination that a contract is still valid.
 - You must terminate a contract in writing, by sending a letter or an E-mail.
- Please remember:
 - Mostly, a contract runs for a while after termination.
 - During this time, you still need to fulfil the contract's conditions.
- Please do not close contracts at the door of your home or accommodation.
- Also, do not close contracts on your mobile phone, because you do not know what's in the contract.
Please be careful when talking to strangers on your mobile phone,
 - if someone calls you and wants to sell you something:
be advised to end the call immediately.
 - On no account, say the word "ja" (yes) to a stranger if you have not fully understood that person.
With the word "ja", you can already sign a contract without being conscious of it.
- Beware of particularly cheap contracts being offered online.
Contracts like that are often bad.
Examine terms and conditions of these contracts first.

- Important to know:
 - Contracts should always come in writing, in form of a letter, a contract on paper or an E-mail. Otherwise, you won't be able to prove later what someone has told or promised to you.
 - "Schufa" (name of a German credit reporting agency) is the name of an important company, where contracts are concerned.
 - If you want to close a contract, usually information from the "Schufa" is required, for example, for a mobile phone contract or for the lease of an apartment.
 - Sometimes you need to agree by signature that a company is allowed to gather information about you from the "Schufa". For example, this might be required from the company with which you want to close a mobile phone contract.
 - Alternatively, you yourself must obtain and present a "Schufa-Auskunft" (credit report), For example, you might need to give this to the landlord if you want to rent an apartment.
 - The "Schufa" gathers information about people. Especially important is information on whether bills are always paid, and whether debt is always fully paid back.
 - If you don't pay up correctly, the "Schufa information" shows negative entries. In that case, you might not get contracts or an apartment. That's why it is important that you always pay for everything on time.

- You can obtain a "Schufaauskunft" (information on your credit report) via application from the [website of the "Schufa"](#).

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Always apply for a "Schufaauskunft" shortly before you need it.
For example, just before you start looking for an apartment.

2.11 "Privathaftpflichtversicherung" (private liability insurance)

- If you cause damage, you will have to pay for it. This can be very expensive, for example:
 - Repair cost for something as big as a shop window or a car.
 - The treatment cost for a person who has been injured by you, for example, in the event of a bicycle accident.
- You can't pay for major damage at once. Then you will have to pay for the damage for many years, and you'll have very little money to live on.
- That's why it is very important to have a "Privathaftpflichtversicherung" (private liability insurance).
- A "Privathaftpflichtversicherung" pays for damage that you have caused. Monthly cost is between €3 and €5 for a whole family.
- Please inform yourself. Consider taking out "Privathaftpflichtversicherung" insurance for you and your family.

- You can close a contract for "Privathaftpflichtversicherung",
 - on the Internet via comparison portals.
 - in an office at an insurance broker.
- Important to know:

You must adhere to the terms and conditions in the contract from the insurance company.
Otherwise, the insurance company will not pay for the damages.

For example, you need to immediately notify the insurance company of:

 - Changes in the number of people in your family.
 - Changes of your address.
 - A damage you have caused.

2.12 Law and Lawyers

- The law in Germany is different than in your home country.
You need to abide by the German law.
- You may not get an admission to stay if you don't abide by German law.
- Please do not do the following!
For example:
 - Don't travel without paying (*without a ticket*) on trains and buses.
 - Don't drive a car without a German driving licence.
 - Don't steal.
 - Don't buy drugs and don't take drugs.
 - Don't insult women or men.
 - Don't threaten women or men.
 - Don't commit violence against women or men.

- If you think you need a lawyer and you don't have any money to pay them, find out more on this website first:
 - from the "[Diakonie](#)" [Esslingen](#)

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- or from the "[Anwaltsverein](#)" ([lawyers Association](#)) [Esslingen](#)"

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- If you have any questions about the asylum law or concerning your own situation:
Seek a special consultation for refugees.
Please find more information in chapter 3.7.

3 Applications



3.1 General information

- There are many benefits in Germany.
For any benefit, you will need to apply in writing.
- Important to know:
 - Most of the time, you will need to fill out a form.
 - In most cases, you will have to sign the application and hand in the original.
This is also often the case if you can fill in the application online.
 - Most of the time the benefit starts from the date on which you submitted the application.
That's why you should apply as early as possible.
If documents are missing, you can submit these documents afterwards.
But: You should submit the missing documents as soon as possible.
- Many applications are difficult to fill out.
 - The volunteer groups in Leinfelden-Echterdingen and the "Integrationsmanager" (integration managers) from the "Amt für soziale Dienste" (department for social services) will help you.
Please always make prior appointments for filling out applications.
You can find out how to get in touch
 - with volunteer helper groups in chapter 6.3.
 - with the "Amt für soziale Dienste" in chapter 2.4.

- Hint: Take photos of completed applications and save the photos.
 - Then you can prove that you have completed the application.
 - And next time maybe you can fill out the application on your own.
- In case of an application, you submit:
 - The original application.
 - Copies only of the necessary documents for the application.

Do not submit originals of these documents.

Sometimes you need to submit "beglaubigte Kopien" (certified copies).

Please find more information about "beglaubigte Kopien" in chapter 3.2.

3.2 Printouts and copies

- If you want to print something, for example letters or forms, you can do this on the computer in the "Ehrenamtsraum" (volunteers' room).
The "Ehrenamtsraum" is located at Hauptstraße 109 in Echterdingen.
Opening hours: Thursday from 17.00 - 18.00.
- Copies can be made at the "Amt für soziale Dienste" (department of social services).
Ask your "Integrationsmanager" (integration manager) or in the secretary's office.
Please find information on how to contact them in chapter 2.4.
- For "beglaubigte Kopien", an official authority must confirm that the original and the copy are the same.

- You can get "beglaubigte Kopien" (certified copies) at the "Bürgeramt" (citizens' office).
You must pay for them.
Please find the contact details for the "Bürgeramt" in chapter 2.4.
Please make an [appointment](#) first.
You can make the appointment online.



3.3 Application notices

- If you have submitted an application, you will always receive a written reply.
- Please read all replies immediately and thoroughly.
Or have the replies translated and explained to you.
- Keep all replies with your important papers.
- If you think that a decision is not correct, you can object to the decision.
Then the application must be reviewed again.
- This is important in the event of an objection:
 - The objection must be sent in writing.
 - The objection must be sent to the office indicated in the application notice.
 - The objection must be submitted within a certain period.
This date is indicated in the reply.
If you send an objection after the deadline, nothing can be changed.
 - Discuss decisions with your "Integrationsmanager".
Please make an appointment for this.
Please find the contact information in chapter 2.4.

3.4 Passport and other documents from the home country / identity clarification

- Everyone in Germany must be able to prove who they are.
This applies for all Germans and all foreigners.
In other words: the identity of every person must be clear.
- Germans, persons from the "EU" ("Europäische Union" / European Union) and from a few other countries can verify their identity using an identity card.
- Persons from third countries must have a passport to verify their identity.
Third countries are all countries that are not part of the "EU" or have no special agreement with the "EU".
- If you have applied for asylum and do not have a passport,
 - you don't need to get a passport, until the asylum procedure has been completed.
 - You will still need to submit papers to clarify your identity.
For example, you can clarify your identity using
 - an ID card from your home country.
 - a birth certificate.
- If you do not have these documents, you must try to get them as soon as possible, for example, through a consulate or an embassy of your home country.
- If you have problems to get them, inform the "Ausländerbehörde" (foreigners' registration office).
However, you must always try to get such documents.
And: You must prove that you have tried to obtain them.

For example:

- By letters or E-mails to authorities, consulates or embassies from your home country.
- By making appointments with consulates or embassies and a written confirmation that you went there.
- By receipts for fees that you paid.
- By people who can confirm that they have been with you at the consulate or embassy.
These people should be friends, but not related to you.
- When you arrive in Germany, you will be taken to an initial reception centre.
There you will receive an important paper.
This document is called "Ankunftsnachweis" (proof of arrival).
The "Ankunftsnachweis" will show your name and the day of your entry.
Certainly, you have already received this document.
- A little while later, you will receive a special pass.
This special document is called "Gestattung" (permit).
The "Gestattung" shows that you are legally residing in Germany for an asylum procedure.
- You need the "Gestattung" for many things:
 - You can use the "Gestattung" to identify yourself.
In Germany, every person must identify themselves when the police ask for it.
All Germans and all foreigners.
You must always carry the "Gestattung" with you.
 - You also need the "Gestattung" for every application.

3.5 Application for a current account

- You receive money to live on from the "Landratsamt" (district office).
Later, you may receive money from the "Jobcenter".
Or you work and receive money from your employer.
- You can only receive the money through a current account at a bank.
- For you, this means:
You will need to open a current account.
- Find a bank and ask to open a current account:
 - In a bank branch in Leinfelden-Echterdingen.
Or online via the bank's website.
 - To do this, you will need a "Ankunftsnachweis" (proof of arrival) or a "Gestattung" (permit).
- You must pay for a current account.
Sometimes the first period is free.
Hint: Compare the prices for a current account at various banks.
- You will receive a card for your current account and a PIN.
With the card and the pin, you can:
 - print out bank statements an ATM from your bank.
 - pay in many stores.
 - get cash from an ATM.
Please find information on how to withdraw cash in chapter 2.7.

3.6 Applying for money for asylum seekers

- You can apply for money to live on.
- For refugees, this money is called "Asylbewerberleistungen" (asylum seeker benefits or officially: "Leistungen nach dem Asylbewerberleistungsgesetz" (benefits according to the asylum seekers benefits act).
- You have to apply for "[Asylbewerberleistungen](#)" at the "Landratsamt" (district office).
More information can be found on the Internet.



- You [can also find the application for "Asylbewerberleistungen"](#) on the Internet.



- Please remember:
 - You only get paid once a month.
This money should last for the whole month.
 - You will only receive the money for a certain period.
Often this is 6 months.
The exact end date can be found in your notice on "Asylbewerberleistungen".
You will have to apply again to receive money after this date.

Attention! Submit the application several weeks before the end of the 6 months period, because processing of your application requires some time.

- If you have a job, you need to report this immediately to the "Landratsamt".
You will then receive less money or no more money from the "Landratsamt", because you earn your own money.
If you do not report a job to the "Landratsamt", you can get into big trouble.
- Maybe there will soon be a "Bezahlkarte" (payment card).
That means, you can make purchases with this "Bezahlkarte".

3.7 Applying for asylum / asylum procedure / return

- To apply for asylum and the asylum procedure you need to go through several steps.
- First, you must submit an "Asylgesuch" (*asylum request: officially ask for asylum*).
This can be done orally or in writing.
You probably already have submitted an "Asylgesuch".
- If you have submitted an "Asylgesuch",
 - you usually are registered,
 - You usually are photographed.
And a picture of your fingerprints is taken.
 - You usually must live in an initial reception centre.

- After the "Asylgesuch" you must submit an application for asylum to the "BAMF" ("Bundesamt für Migration und Flüchtlinge" / federal office for migration and refugees),
 - in an office of the "BAMF" at the initial reception centre,
 - or at the "BAMF" in Karlsruhe.
 You'll get an appointment for that.
- When applying for asylum,
 - you are photographed and your fingerprints are taken.
If it wasn't completed at the time of registration.
 - An interpreter translates for you.
 - You receive information about your rights and your duties.
 - You must answer a lot of questions, for example:
 - Where you live now.
 - Who you are.
 - Where you come from.
 - Why you fled your home country.
 - What exactly happened in your home country.
 - How you fled to Germany.
 - When you fled.
- Very important:

The application for asylum is the basis for the entire asylum procedure.

 - Give only correct answers to the questions.
If you don't tell the truth, it can cause very big problems later.
Even after a long time.

- Find out more:
 - About the steps of the asylum procedure.
 - And: What is important about the steps.

Information on the asylum application and the asylum procedure can be found on the website of "[asyl.net](#)".

This information is available in many languages. Search for your language.



- You can get advice on the asylum procedure. There are many [advice centres](#) in Stuttgart. Type the word "Stuttgart" into the search function of this website. Then the local advice centres will be shown. You can click on each advice centre and get more information.



- If you need a lawyer for asylum law: See the [website of the "Flüchtlingsrat"](#) (refugee council).



- If you go to a lawyer:
 - Maybe you better take a person with you,
 - who speaks German fluently
 - and is knowledgeable in official affairs.
 This person will be able to assist you in the conversation with the lawyer.
- Very important:
 - Always fulfil all your obligations.
For example:
Go to all the important appointments.
Especially to the appointments at the "Ausländerbehörde".
 - Comply with all German laws.
More information can be found in chapter 2.12.
- If you want to return to your home country:
Find out more and get advice:
 - A lot of information on voluntary return is available on the [Internet](#) in many languages.
Search for your language.



- Talk to your "Integrationsmanager".
- Make an appointment with the [return consulting service of the "Landkreis" of Esslingen](#).
More information can be found in many languages on the Internet.
Search for your language.



3.8 Applying for a "Stadtpass" (city pass)

- If you don't have much money to live on, you can apply for a "Stadtpass" (city pass). With a "Stadtpass", you pay less for courses or for events in Leinfelden-Echterdingen.
- You can apply for the "Stadtpass" at the "Bürgeramt" (citizens' office) in Leinfelden or in Echterdingen. Please bring your "Gestattung" (permit) and documents about your income with you. You can find the contact details for the "Bürgeramt" in chapter 2.4.

3.9 Applying for exemption from "Rundfunkbeitrag" (broadcasting licence fee)

- In Germany, every household must pay for public radio and television. This fee is called "Rundfunkbeitrag" (broadcasting licence fee).
- For you, this means:
 - If you live in an apartment, you will need to pay the "Rundfunkbeitrag".
 - But there are exceptions:
 - If you live in a shared accommodation, you do not have to pay "Rundfunkbeitrag".
 - If you receive benefits from the "Landratsamt" or the "Jobcenter", you can apply for exemption from the "Rundfunkbeitrag".
- Please submit the application as soon as you know the date of your move. This is because this exemption is only valid from the month after which you submitted the application.

- More information about the [exemption from](#) "Rundfunkbeitrag" can be found on the Internet. Or ask at the "Amt für soziale Dienste" or the "Jobcenter".

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- Important to know:
Extend the application for exemption a few weeks before the date stated in your notice. Otherwise, you will have to pay the "Rundfunkbeitrag" until your new exemption applies.

3.10 Applying for "Bürgergeld" (citizens' benefit)

- If you have got a permit, you can apply for ["Bürgergeld" \(citizens' allowance\) at the "Jobcenter"](#). More information can be found on the Internet in many languages. Search for your language.



The "Jobcenter" will answer your questions about the "Bürgergeld".

Go to the "Jobcenter" in Echterdingen:
Gutenbergstraße 17, Phone: 0711 2206270
Make [an appointment online in](#) advance.

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More information on how to [contact and the opening hours](#) can be found on the Internet.

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- If you have found a job, you must immediately inform the "Jobcenter".
Otherwise, you can get into big problems.
- If you receive benefits from the "Jobcenter", you can apply for exemption from the "Rundfunkbeitrag".
You can read more about this in chapter 3.9.
- More information about the [exemption from "Rundfunkbeitrag"](#) can be found on the Internet or ask at the "Jobcenter".

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3.11 Applying for "Kindergeld" (child benefit)

- Only when you have a permit, you can receive "Kindergeld" (child benefit) for your children.
You can find more [information about "Kindergeld"](#) on the Internet.

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- You can also find the [applications for "Kindergeld"](#) on the Internet.

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- You must also include copies of the birth certificates of your children and copies of other documents.
- You must submit the application for "Kindergeld" to the "Familienkasse Göppingen" (family fund):
Familienkasse Göppingen
Bleichstraße 12, 73033 Göppingen
Phone: 0711 941-2220
E-mail: Familienkasse-Baden-Wuerttemberg-Ost@arbeitsagentur.de
- Important to know:
If you receive "Kindergeld", you will receive less "Bürgergeld" from the "Jobcenter".
But overall, you'll have just as much money as before.
And: You must apply for "Kindergeld" if you receive "Bürgergeld".

3.12 Applying in case of low income

- If you work and earn little money, sometimes there is not enough money to cover rent, utilities, electricity, internet and groceries.

- Then you can apply for benefits.
For example,
 - "[Wohngeld](#)" (housing benefit)
You can find more information about the "Wohngeld" on the Internet.



You can apply for "Wohngeld" at the "Wohngeldstelle" (housing allowance office).
You can find the contact details for the "Wohngeldstelle" in chapter 2.4.

- "[Kinderzuschlag](#)" (child supplement) if you receive "Kindergeld".
You can find more information about the "Kinderzuschlag" on the Internet.



4 Housing



4.1 Shared accommodation / "Wohnsitzauflage" (residence obligation)

- Shared accommodation means:
Many people live together.
- "Wohnsitzauflage" (residence obligation) means:
You must live where you are ordered to live.
The "Wohnsitzauflage" exists so that refugees
can be evenly distributed between the cities in
Germany.
- If you want to move to another city.
Or if you want to move into an apartment with
relatives, then
 - you will need very good reasons.
For example,
 - a terrible illness.
 - a job in the other city.
 - an apprenticeship in the other city.
 - And: You must apply to the "Ausländerbehörde"
(foreigners' registration office).
This application is called:
 - "Antrag auf Umverteilung" (request for
relocation),
 - or request for annulment of the
"Wohnsitzauflage".
- Refugees must first live in an "Erstaufnahmestelle"
(initial reception centre).
The "Erstaufnahmestelle" is officially called "LEA"
(state initial reception centre).

- Then the refugees live in a "Vorläufige Unterbringung" ("VU" / temporary accommodation) from the "Landkreis" (district) of Esslingen.
Until, after completion of the asylum procedure or after 2 years, the refugees are placed in a shared accommodation by the city of Leinfelden-Echterdingen.
Officially, this is stated as:
The refugees are in the municipal "AU" ("Anschlussunterbringung" / follow-up accommodation).
Sometimes you must move to another shared accommodation within Leinfelden-Echterdingen.
- When your asylum procedure has been completed, you can move into an apartment immediately.
- If you are allowed to move into an apartment, first you must stay in an apartment within the "Landkreis" (district) of Esslingen.
That's what the "Wohnsitzauflage" (residence obligation) states.
- You can apply for an exemption from the "Wohnsitzauflage" at the "Ausländerbehörde", if you need to be elsewhere because you:
 - have a job subject to social security contributions.
This is a job where you pay money for health insurance and for unemployment insurance.
 - absolve vocational training.
 - study.
 - take part in an "Integrationskurs" (integration course) or in a professional language course.
 - take part in a 3-month qualification course for the recognition of professional qualifications.
 - have other important reasons.

4.2 General information

- In Germany, housing is very expensive.
Housing in a shared accommodation also costs the city of Leinfelden-Echterdingen a lot of money.
- Please save water and electricity.
Please use all appliances carefully.
This helps the city.
And it helps you:
 - There are fewer problems for you.
 - You learn how to save money for the time in your own apartment.
- There are many rules for living in a house, for example, the "Hausordnung" (house rules).
Please remember:
Complying with the "Hausordnung" helps.
So, there are fewer problems.
- Please use your room or your apartment and the equipment (furniture or appliances such as washing machines) with care.
So that they can be used by all residents for a long time.

4.3 Water

- Tap water in houses is drinking water.
It is clean and healthy.
You can drink it.
- The water has been purified particularly well for drinking.
That's expensive.
That's why we must pay a lot of money for water charges.

- Sometimes there is not enough drinking water, for example, during hot summers.
Then you should use as little water as possible.
- We also must pay for wastewater.
- Wastewater must be treated, so that it does not pollute our environment.
This treatment is also expensive.
- Please remember:
Into the sewage (in the toilet, shower, bathtub, sewage) is allowed
 - toilet paper only.
 - No other hygiene products, such as tampons or pads.
 - No other solid waste.
 - No medication.
 - No paints and chemicals.
 - No leftovers of fat and other foods.

These items can also clog the pipes in the shared accommodation or in a house.
Repair is very expensive.

4.4 Waste

- We must separate our garbage.
This is because a lot of the waste is recycled.
As much waste as possible is turned into new things.
This is only possible if the waste is sorted correctly.
- Sorting waste is also good for us.
This is because waste disposal is expensive.
Especially disposal of the household waste.
But: We pay much less for disposal of organic waste.
And: For emptying the paper bin and the bin for packaging waste we don't need to pay anything.

- Information on waste separation can be found on the Internet [in German and in many other languages](#). Search for your language.



4.5 Heating and ventilation

- Heating and ventilation go hand in hand.
We heat so that it is warm in our apartment.
But we also need fresh air in the apartment and therefore ventilate.
- If you don't heat enough or ventilate too little, there is mold in the apartment.
Mold is a lot of small black dots on the walls.
Mold is harmful to health.
- Heating is expensive and will become even more expensive.
Please heat economically.
- Rooms should have a maximum temperature of 22°C if there are people in these rooms most of the time.
For example, the living room and the children's room.
This winter and the next, these rooms should be as low as 19 to 20°C if possible, so that the energy in Germany is sufficient for everybody.
- Other rooms (bedroom, kitchen, hallway) should be colder.
No warmer than 18°C.

- A lot of heat remains in the apartment if you ventilate properly:
 - Please do not keep windows tilted open over long periods of time.
 - For ventilation, adjust the thermostats of the radiators to level 0 to turn them off.
 - Open wide as many windows and doors as possible.
Ventilate briefly for 3 to 5 minutes.
Close the windows and doors again.
After that, turn the thermostats back up (level 2 to 3).
So, the apartment will quickly become warm again.
 - Ventilate more in the kitchen and bathroom.
Best by opening the windows wide.
 - Ventilate if you see moisture on the windows.
Then the air in your home is too humid.
- Do not dry laundry in your room or apartment.
Drying makes the air very humid.
And: Mold will grow quickly on the walls.
That's why drying laundry in the apartment is mostly forbidden.
Ask the janitor or the landlord where to dry laundry.
- If you have any questions about heating and ventilation, ask the janitor at your accommodation.

4.6 Electric appliances in the accommodation

- The janitor will explain to you how to use the electric appliances (stove, fridge, washing machine ...) correctly.
- Electric appliances can last a long time,
 - if they are kept clean
 - and are used correctly.Therefore: Please use the electric appliances correctly and carefully.
- Repairs are expensive. Sometimes there are no spare parts available, or service has no time to repair. Buying new electrical appliances is even more expensive. And currently you sometimes can't buy new appliances because they are not available.
- If you have any questions or problems, please talk to the janitor as soon as possible.

4.7 Apartment

- The shared accommodations of the city are emergency shelters for people who do not have accommodation.
- If you are staying in a shared accommodation from the city:
Please try to find an apartment for yourself as soon as possible.
It's not easy.
The city administration can hardly help you to find accommodation.

- Information and hints on finding accommodation is available:
 - In the brochure "Ich suche eine Wohnung" (I am looking for an apartment) in easy German. This brochure is available from the "Amt für soziale Dienste".
Or you can read this [brochure on the Internet](#).

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- From the government on the [Internet](#).

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- Housing is very expensive in Germany:
 - Rent is expensive.
 - Often you must pay the same amount for electricity, heating, water, telephone and internet as you have to pay for rent.
Or even more.
 - Electricity and heating are likely to become more expensive.

Therefore, please calculate carefully whether you have enough money each month for the apartment and your other needs to live.
- If you get money from the "Landratsamt" (district office) or from the "Jobcenter":
 - Show the "Landratsamt" or the "Jobcenter" the rental agreement for the new apartment before you sign the rental agreement.
For example, you can send photos of the rental agreement via E-mail and ask for a quick review and a response.

- The "Landratsamt" or the "Jobcenter" will quickly check whether the rent is below the rent limit.
- Then you will get a decision as to whether the cost for the new apartment will be covered.
Most of the time, you receive the money for the rent, heating, hot and cold water from the "Landratsamt" or the "Jobcenter".
- Information for the contact can be found:
 - for the "Landratsamt" in chapter 3.7.
 - for the "Jobcenter" in chapter 3.10.
- The rent limit defines:
 - The size of an apartment allowed for a number of persons.
 - How much an apartment of this size may cost.
If the rent is above the rent limit, the "Landratsamt" or the "Jobcenter" will not pay the full housing cost. You yourself must then cover a part of the housing cost.
- The [current rent limit](#) for Leinfelden-Echterdingen can be found on the Internet (under the letter G).

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- If you work and earn little money, you may be able to get "Wohngeld" (housing benefit).
More information can be found in chapter 3.12.
- Important to know:
 - The prices for electricity vary:
 - With the right electricity provider, you can save a lot of money.
 - Find out about electricity providers on the Internet.

Write in your internet search window:
"Vergleichsportal Stromanbieter" (comparison portal electricity provider).

- Caution:
The most expensive electricity provider is not always the best.
The cheapest electricity provider may not be good.
 - Don't agree to a contract that requires you to pay before delivery.
 - Hint: Get help from a person who is familiar with comparison portals.
- If you want advice on how to save electricity and heating cost in your home:
Ask at the "Amt für soziale Dienste" about the "Ehrenamtliche Energieberatung" (volunteer energy counseling).
Then you can get a free consultation.

5 Medical care



5.1 “Krankenschein” (health insurance certificate) for refugees

- If you are sick or in pain and want to go to the doctor: Then you must apply for a "Krankenschein" (health insurance certificate) at the "Landratsamt" Esslingen: "Amt für Integration und Flüchtlingsaufnahme", Schöllkopfstraße 120 in 73230 Kirchheim u. T. Phone: 0711 3902-42450 or 0711 3902-42638. The opening hours can be found on the [Internet](#).



- With this "Krankenschein" you can go to a doctor. Then you don't have to pay anything for the treatment.
- Only in an emergency can you go to the doctor without a "Krankenschein". Or to the general practitioner's "[Notfallpraxis](#)" (emergency practice) in the "Filderklinik".



Please find more information about the general practitioner "Notfallpraxis" in chapter 5.3.

- In case of an emergency, call a doctor.
Or at night and on weekends call the telephone number 116 117.
Explain,
 - exactly what is wrong with you.
or what happened.
 - that you are a refugee and do not have a "Krankenschein".
- If a doctor treats you in an emergency:
Then you must apply afterwards for the "Krankenschein" at the "Landratsamt".
And then give the "Krankenschein" to the doctor later.
- Only when you have health insurance, you can go to the doctor without an application and without a "Krankenschein".
You can read more information about health insurance in chapter 5.7.

5.2 See a doctor

- If you are sick or have had a minor accident, go to a doctor's office.
With a "Krankenschein" from the "Landratsamt".
Or with a "Gesundheitskarte" (card of your health insurance) if you already have a "Gesundheitskarte".
- Best find a general practitioner.
Please always consult your general practitioner first if possible.
- Best take your children to a paediatrician.

- General practitioners and paediatricians do:
 - treat many diseases and some minor accidents.
 - issue prescriptions, for example:
 - for medicine
 - for physiotherapy
 - for psychotherapy
 - vaccinate.
 - refer to specialists if necessary.
 - advise you on all health issues.
- You must search for a general practitioner or a paediatrician on your own.
- There is a [list of doctors](#) in Leinfelden-Echterdingen. On this list, you will find “Hausärzte” (general practitioners) as well as “Ärzte für Kinder und Jugendmedizin” (paediatricians).

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- If you want to consult a doctor, call the doctor's office in advance and make an appointment.
- Often you don't get an appointment immediately. If you are very sick or it is urgent, please say so on the phone. And explain why you need an appointment immediately.

- Doctors' offices are closed in the evenings, on weekends and on public holidays.
If you urgently need a general practitioner, call the telephone number 116 117.
Or you can go to the general practitioner's "Notfallpraxis" (emergency practice) in the "Filderklinik" (hospital called Filderklinik):
Im Haberschlag 7 in Filderstadt-Bonlanden.
The "Notfallpraxis" is located at the first floor left in the "Filderklinik".
The [opening hours of the "Notfallpraxis"](#) in the "Filderklinik" can be found on the Internet.



- On weekends and public holidays, there is an emergency service for children during the daytime.
Please call your paediatrician's number.
An automatic announcement tells you which doctor's office covers emergency cases during the day.
If you need a doctor for your child at night, call 116 117.
Explain exactly what is wrong with your child.
- There are also emergency services by ophthalmologists and dentists.
You call a special phone number for this.
They will tell you which ophthalmologist's practice or which dental practice is on emergency duty.
These practices can also be farer away.
The phone numbers can be found in a list of [emergency numbers](#) on the Internet.



- Please only call the emergency service in a very, very serious emergency.
More information can be found in chapter 5.3.
- If you go to a doctor and have a "Krankenschein" (health insurance certificate) or a "Gesundheitskarte" (insurance card), then you don't pay anything for a normal examination and treatment.
Most treatments will be paid by the "Landratsamt" or your health insurance.
- If you have received a "Gesundheitskarte" ("Krankenkassenkarte" / health insurance card) from your health insurance, take the "Gesundheitskarte" with you.
Hand in your "Gesundheitskarte" at the doctor's office.
The information from the "Gesundheitskarte" is read.
Then you will get the "Gesundheitskarte" back.
- More information about health insurance can be found in chapter 5.7.
- Sometimes additional examinations are recommended by a doctor, which you must pay for yourself.
For such an examination, you must agree in writing.
Before you agree to such an extra examination please inform yourself about it.
Most of the time, these examinations are not urgent.
- Important to know:
If you are pregnant,
 - you can go for free check-ups.
Talk to your doctor.

- There are many benefits for pregnant women and babies.
Also, financial aid.
Go to pregnancy consultation.
Pregnancy consultation is free of charge.
During pregnancy consultation, you will receive many hints and help with filling out applications.
More information on pregnancy consultation can be found in chapter 6.8

5.3 Medical Emergency

- Only call the ambulance service in case of:
 - very serious accidents
 - very severe pain
 - an acute and life-threatening state of health.
- The telephone number of the ambulance service is 112.
If you call the ambulance service:
 - You should be able to explain the situation accurately.
 - You should know exactly where you are.
 - Answer as briefly and accurately as possible to the questions you are asked on the phone.
- If you are waiting for the ambulance service, it is best
 - when one person looks after the sick person.
 - when another person is waiting outside on the street, and shows the ambulance service exactly where the sick person is.
If necessary, get help.
For example, from your neighbours.

- The "Landratsamt" or your health insurance pay for the cost of the ambulance service.
 - If you do not have a "Gesundheitskarte", you will receive an invoice for the use of the ambulance service.
You can submit this invoice to the "Amt für Integration und Flüchtlingsaufnahme" (office for integration and refugee admission).
Then the "Landratsamt" (district office) pays the bill.
 - If you have a "Gesundheitskarte" (insurance card):
Show your "Gesundheitskarte".
Then the health insurance pays for almost everything from the ambulance service.
But: Later you will receive an invoice from your health insurance for an additional payment of 10 €. You will have to pay the 10 € yourself.
- Very important: Please only call the emergency service if the situation is really terrible.

5.4 Hospitals

- Before you go to a hospital, go to your doctor's office.
- Your doctor will need to give you a referral or a hospital admission:
 - A referral is something like a form.
The referral will state what should be examined in the hospital.
 - A hospital admission is also something like a form.
This form states:
 - That you should stay in a hospital.
 - Why you should stay in a hospital.

- If you have a referral or a hospital admission:
Call the hospital and make an appointment for the consultation in the outpatient department.
- Please only go to the outpatient department of a hospital without an appointment in case of emergency.
There you often must wait for a very long time.
Sometimes many hours.
Because urgent emergencies are treated with priority in an outpatient department.
All other patients must wait a long time.
- Treatment in a hospital is paid for by the "Landratsamt" or your health insurance.
Please take your "Gesundheitskarte" with you, if you have a "Gesundheitskarte".
- If you have health insurance:
If you are admitted to hospital, you must make an additional payment of €10 per day.
Maximum for 10 days in a year.
Sometimes you can pay for this directly at the clinic.
Sometimes you will get a bill sent to your home.

5.5 Pharmacies

- Medicine, bandage material and many other things for health is available in the pharmacy.
- There is a [list of pharmacies](#) in Leinfelden-Echterdingen.

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- At night, on weekends and public holidays, there is an emergency pharmacy service.
Which pharmacy has emergency service; you can find out
 - on a sign at your pharmacy.
 - via the quick search of the "[Landesapothekerkammer](#)".
In the search field, type in the "Postleitzahl" (post code) 70771.



- In case of a pharmacy emergency service, you must pay an extra fee.
- Many medications for simple illnesses you must buy and pay on your own, for example:
 - mild pain killers.
 - cold medication.
 - medication for mild abdominal pain and other problems with the abdomen.
 - medication for mild allergies.
 - medication for mild diseases of the skin.
 - bandage material.
 Seek advice on this at the pharmacy.
- Some medications you can't buy. They need to be prescribed by your doctor. That means:
 - The doctor must write the prescription on a form. You give the prescription to your local pharmacy. Then you get the medication.

- Or the doctor sends an "E-Rezept" (electronic prescription) to a special data center.
At the pharmacy, you can get the medication with your "Gesundheitskarte" (insurance card).
- Medication per prescription (must always be prescribed by a doctor) is paid for by the "Landratsamt" or your health insurance.
If you have got health insurance, you will need to make an additional payment.
This is usually 10% of the price, but at maximum € 10 for each medication.
- You can be exempted from additional payments, if you need a lot of medication and have little income.
Ask your health insurance.
- Bandages and other medical aids can be obtained from a medical supply store.
If you have a prescription from your doctor, the "Landratsamt" or your health insurance will pay for it.
If you have got health insurance, you must make an additional payment.

5.6 Vaccinations

- Some vaccinations you probably have already got.
Vaccination against measles is very important.
If you live in a shared accommodation, you must be vaccinated against measles.
- If you have got health insurance, you can also get vaccinated against other diseases.
Most vaccinations are free of charge for you.
The health insurance pays for the vaccinations.
- Consult your general practitioner or your paediatrician.

- Consider whether you want to protect yourself through vaccinations.
This way, you also protect your family and other people with whom you are in contact.
- Important to know:
 - Children who go to a "Kita" (kindergarten) must be vaccinated against measles.
 - Students must also be vaccinated against measles.
Talk to your paediatrician.

5.7 Health insurance / statutory health insurance

- We are insured by statutory health insurance.
- You must have a statutory health insurance,
 - if you receive "Bürgergeld" from the "Jobcenter".
 - if you have a job.
- There are many companies for statutory health insurance.
You are free to choose which statutory health insurance company you select.
- Most health insurances cover the same treatments.
However,
 - There are small differences in performance between health insurance companies.
 - Cost for health insurance can be a bit different.
- If you have time, find out about statutory health insurance.
Then choose a health insurance company.
- If you need health insurance quickly, go to the "AOK"

- "AOK" is the name of a statutory health insurance company.
The "AOK" is well acquainted with the insurance of refugees.
Later, you can consider whether you want to change your health insurance company.
[Information about the "AOK"](#) can be found in German and in many other languages on the Internet.
Search for "Offers & services in other languages".
Click on it and search for your language.



The "AOK" has a ["Geschäftsstelle" \(branch office\) in Filderstadt-Bernhausen](#).

Please make an appointment.

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- Important to know:
 - If you receive benefits from the "Landratsamt" or the "Jobcenter", you do not need to pay for the health insurance.
 - If you work, you are subject to social security contributions (*you must pay for certain insurances*).
Then you pay about half of the health insurance cost.
The other half is paid for by your employer.

- In a family, only those people who earn money must pay for health insurance. Children and non-working spouses don't need to pay anything. They are covered by family insurance and receive their own "Gesundheitskarte" (insurance card) from the health insurance.

6 Help and Support



6.1 Help in case of emergency

- An emergency is a very, very bad situation. Please call the emergency number only in case of emergency.
 - The emergency number of the **police** is **110**.
 - The emergency call for the **ambulance service** and of the **fire brigade** is **112**.
- Many other important [phone numbers for emergencies](#) can be found on the website of Leinfelden-Echterdingen.

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6.2 Helpful information

- Life in Germany is new to you. If you are well informed about life in Germany, everything is easier for you.
- There are offers of helpful information. Please take advantage of these offers:
 - On the homepage "[Hand Book Germany](#)" you will find detailed information on many topics in German and in many other languages. Search for your language.



- On the homepage "[Refugee Guide](#)" you can also find a lot of information about living in Germany, in German and in many other languages. Search for your language.



- At the "[Welcome Center](#)" in Stuttgart. You can also read the website of the "Welcome Center" [in English](#) .

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- A lot of helpful information for many situations can be found at "[Hilfreich-es](#)" (helpful things). This information is in simple German.

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6.3 Consultation

- In Germany, everything you say or ask in a consultation remains confidential. That means:
 - You can talk about any issues.
 - And: You can discuss with the consultant what can be done to help with your problems. Then you decide what will be done.

- Consultation by official bodies and volunteers is free of charge.
- Make use of the consultation services.
The consultants will be happy to answer your questions and help you with official matters.
- But: Please only let one consultant help you for one issue at a time.

Do not use multiple consultants for one issue.

Otherwise, there are often big problems.

And it often slows things down.

Hint:

If you think the help of a consultant is not good,

- go to another consultation.
- And explain exactly:
 - Who you have already seen.
 - What has already been done in the matter.
- You can get advice:
 - during the office hours from volunteers in the shared accommodations.
 - from the volunteer circles:
 - "Helferkreis Geflüchtete Leinfelden-Echterdingen":
Hauptstraße 109
70771 Leinfelden-Echterdingen
E-Mail: ag-gefluechtete@ehrenamt-le.de
 - "FiS" (Refugees in Stetten),
Unterer Kasparswald 22
70771 Leinfelden-Echterdingen
E-mail: info@fis-stetten.de

- "Helferkreis Geflüchtete Leinfelden-Echterdingen Subgroup Musberg":
Neuer Markt 3, 70771 Leinfelden-Echterdingen, E-Mail: ag-gefluechtete-musberg@ehrenamt-le.de
- "Arbeit und Integration":
E-mail: moheilmann@t-online.de

Further information on the volunteer groups can also be obtained from the volunteer coordinator of the city of Leinfelden-Echterdingen:
Phone 0711 1600-326

- From your "Integrationsmanager" (integration manager) of the city of Leinfelden-Echterdingen in the "Amt für soziale Dienste", Neuer Markt 3 70771 Leinfelden-Echterdingen
Please make an appointment:
Phone: 0711 1600-234 or 0711 1600-270.
- From the "Migrationsberatung vom Kreisdiakonieverband Esslingen":
"Diakonische Bezirksstelle Filder"
Falkenweg 1, 70794 Filderstadt-Bernhausen
Phone: 0711 997982-0

More [information](#) can be found on the Internet.

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- Consulting for legal, social and psychological problems is available from the "Allgemeiner sozialer Dienst" (general social service):
Marktstraße 12, 70771 Leinfelden-Echterdingen.
Please make an appointment if you want to get advice.
Phone: 0711 1600-256 or 0711 1600-356

- Offers for advice on specific problems can be found in the chapters 6.6 to 6.9 and also on the [Internet](#).

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6.4 Be active yourself

- In Germany, there is a lot of help for many different situations in life.
- There are also many people who will help you:
 - Full-time employees who do this as work.
 - Volunteers who do this in their free time and don't receive any money for it.

In Leinfelden-Echterdingen, full-time employees and volunteers cooperate very well.

- In the beginning, they will help you as much as possible, so that you have a place to live, money to live and that you have the most necessary things. But even then, it is important that you are active and ask a lot of questions.
- Please remember:
All people are in different situations.
Each person needs a slightly different help:
 - Some people speak English or German.
 - Some people already know a lot about life in Germany.
 - Some people have relatives or friends here.
 - For some people, everything is new. They don't know anything about life in Germany.

- Some people have fewer problems with the new life than other people.

Your "Integrationsmanager" doesn't know about your situation and the other helpers don't know either.

And: Your "Integrationsmanager" and the other helpers cannot frequently ask you how your situation is.

- That is why it is very important that you always ask,
 - when you need help.
 - when you want to know how things work in Germany.
- That is difficult at first.
But you will quickly learn how things work in Germany.
And then it will soon get easier for you.
- Important to know:
 - In Germany, we like it when people ask a lot of questions.
Then we think that people are active and interested.
 - In Germany, everyone must take care of themselves most of the time.
That's why we need to inform ourselves a lot.
Or we need to seek advice.
 - If you have learned some German, please read the "Amtsblatt" (city official gazette).
The "Amtsblatt" is a free newspaper from the city.
You will find the "Amtsblatt" in your mailbox every Friday.
There are many interesting things in the "Amtsblatt",
for example,
 - about free offers.
 - about associations.
 - about vacancies.
 - about vacant apartments.

Most of the time, the title says whether the article is interesting for you.

- Contacts are important.
Especially with Germans or refugees who have been living in Germany for a long time.
Contacts can help with
 - learning German.
 - finding work.
 - finding an apartment.
 - integration.Contacts can be found,
 - via the volunteers.
 - If you go to free offers.
 - If you participate in associations.

6.5 Help takes time

- Unfortunately, in many cases the "Integrationsmanager" and the advisers cannot help you immediately.
Help often takes time.
That's hard for you and hard for the "Integrationsmanager" and the advisers.
- Important to know:
 - There are many refugees and few "Integrationsmanager" and few advisers.
 - Often, the "Integrationsmanager" and the advisers contact other offices.
This takes a lot of time.
- Here's what you could do to make sure everything works as smoothly as possible:
 - Go to your "Integrationsmanager" or to a consultation as soon as possible with letters, problems and other things.
Then there will be enough time to discuss and process everything without a hurry.

- Please do not put pressure on the "Integrationsmanager" and the advisers.
Kindly ask if there's anything new.
Most of the time, the "Integrationsmanagers" and the advisers work for you without you noticing.
- Please do not ask different people about the same issue.
This often makes things slower and worse.

6.6 Help with personal problems

- This can happen to anyone:
You feel very bad, helpless and powerless.
This happens especially when you have experienced difficult or very bad things.
- Please get help if you feel so bad.
It's better for you and for your family.
In many cases, you will get better after a while.
- Important to know:
There is a lot of help in such a situation:
 - If you are very unwell, you can call the "Telefonseelsorge" (telephone counseling).
Phone: 0800-1110111 and 0800-1110222
Day and night and every day of the week.
More information can be found on the [Internet](#).

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There is also telephone counseling in several languages.

These are different phone numbers.

The telephone numbers can be found on [this website](#).



- The "psychologische Beratungsstelle" (psychological counseling center) of the "Diakonie": in the Gartenstraße 2, Echterdingen. Make an appointment.
Phone: 0711 7979368, Telephone hours:
Monday, Tuesday, Thursday: 10.00 - 13.00;
Tuesday and Thursday: 14.00 - 16.00;
Friday: 9.00 – 11.00.
- In the "psychologische Beratungsstelle" there is an "offene Sprechstunde" (open consultation hours without need of an appointment) once a month for refugees.
Call and ask for the dates of the open consultation hours.
Phone: 0711 7979368.
You can find the telephone hours above.
- "refugio Stuttgart" is a counseling centre for refugees.
More information about "refugio" can be found on the Internet in many languages.
Search for your language.



- You can go to psychotherapy.
Talk to your general practitioner about it and sign up for therapy.
If you have got health insurance and have a prescription for psychotherapy, the health insurance pays for the therapy.
- There are specialized child psychologists for children.
Talk to your paediatrician.
- Unfortunately, it often takes a long time before you can start therapy.

6.7 Help with problems in families

- You and your family have experienced terrible things.
You need to get to know life in Germany.
You have big worries.
- This situation is difficult for any family.
Then it can easily happen,
 - that there is anger and dispute.
 - that the children don't do things how parents want it.
 - that there are problems at school or in the "Kita" (day care).
- Please get help.
 - Talk to your "Integrationsmanager" about your problems.
Your "Integrationsmanager" knows where to get the right help.
 - The "[psychologische Beratungsstelle](#)" (psychological counseling centre) of the "Diakonie" can help you with many family problems.
The "[psychologische Beratungsstelle](#)" for this counseling is located at Eisenbahnstraße 3, Filderstadt.
Make an appointment.

Phone: 0711 702096, Telephone hours:
Monday, Tuesday, Thursday: 10.00 - 13.00;
Tuesday and Thursday: 14.00 - 16.00;
Friday: 9.00 – 11.00.

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- "Projufa" helps families with small children (0 to 3 years old).
You can go to group meetings for parents with young children.
You can also get advice there.
More information about "Projufa" can be found on the Internet.
You can call and ask for the meetings or for help, phone: 0711 3902 42994.

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- If you want to meet other parents and talk to them, and you want your children to get in contact and play with other children, then you can go to the open meetings of the children's and family center "Arche Nora" in Leinfelden.

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- Important to know:
 - Many parents are afraid of the "Jugendamt" (youth welfare office).
Many parents think that the "Jugendamt" is taking their children away from them.
This is not the case.
 - The "Jugendamt" helps families when there are problems.
The "Jugendamt" offers many different types of help for families in difficult situations.

6.8 Help for women

- There are many benefits for pregnant women and babies.
Also, financial aid.
Go to pregnancy consulting.
Pregnancy consulting is free of charge.
In pregnancy consulting, you will receive many hints and help with filling out applications:
 - At the [pregnancy consulting of the "Landkreis" Esslingen](#).

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- At the [pregnancy consulting service of "eva-stuttgart"](#).

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- For other issues, you can find help:
 - At the "[Amt für soziale Dienste](#)".
Phone: 0711 1600-256 or 0711 1600-356.
The exact contact details can be found in chapter 6.3.
 - At "[Frauen helfen Frauen](#)" (women helping women), Tübingerstraße 7,
70794 Filderstadt (Bernhausen)
Phone: 0711 7949414,
E-mail: beratung@fhf-filder.de
 - At the "Frauen Therapie Zentrum" (women's therapy center) in Stuttgart.
More information in [German](#) and in [English](#) can be found on the Internet:

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6.9 Help with problems with debt

- You are in debt,
 - if you spend more money than you have.
 - if you've borrowed money that you must pay back.
- You can get advice on problems with debt: from the "[Schuldner-Beratung](#)" (debt consulting).
More information and contact details can be found on the Internet.

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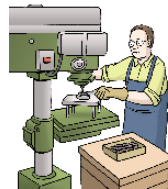
- If you are afraid all money will be taken away from your account because of debt, ask your bank to set up a "P-Konto" (P account) for you.
The bank can turn any current account into a "P-Konto".
The bank must do it if you want that.
With a "P-Konto", there is always money left to live on on the account.

6.10 Interpreters

- If you need an interpreter for important matters, for a consultation or for an important doctor's appointment, you can ask your "Integrationsmanager".
- The city of Leinfelden-Echterdingen has interpreters, who work on a voluntary basis.
These interpreters are free of charge for you.
- Interpreters can only be organised for you by public authorities and by other official bodies.
- If you need an interpreter:
Please ask your "Integrationsmanager" for an interpreter as early as possible.
Otherwise, perhaps no interpreter is available for your issue.
- Important to know:
 - For the translation of important documents, you need a certified translation.
For example,
 - birth certificates and marriage certificates.
 - reports.
 - Certified translations may only be made by sworn translators.
These translators have a special certificate.

- If you need a sworn translator:
Search the internet for "certified translation".
Indicate your language.
You must pay for a certified translation.
Ask how much the translation will cost in advance.

7 Work



- When you work, you earn your own money. You may no longer need to write applications for money to live.
- Even if you only earn a small amount of money, work is good for you:
 - You learn how to work in Germany.
 - You usually also learn more German.
 - You do something and think less about your problems and your worries.
 - You must get up and go to sleep at fixed times.
 - You see that you can do something well.
- An internship is also good.
 - In case of an internship, you usually do not earn money.
 - But you learn a lot.
 - And it's easier for you to get a job later.

7.1 Employment permit

- You are allowed to work in Germany, if you have a permit to work. This permit is called "Beschäftigungserlaubnis" (employment permit).
- In your "Gestattung" (permission) or in your "Duldung" (toleration), it is stated whether you have a "Beschäftigungserlaubnis". It often says: "Beschäftigung mit Erlaubnis der Ausländerbehörde". Then you are allowed to work, once the "Ausländerbehörde" has checked the occupation.

- If you have a “Aufenthalt” (residence permit), then you also have a work permit.
- If you don't know if you're allowed to work, ask the "Ausländerbehörde".
Write an E-mail to the "Ausländerbehörde" or make an appointment.
For the contact to the "Ausländerbehörde", see chapter 2.4.
- Important to know:
 - Do not work without permission.
 - Do not do an internship without permission.
 - Do not do trial work without permission.
 Otherwise, there may be big problems for you.

7.2 Language skills for work

- For a job, you usually must speak German.
There is very little work available
 - for which you do not need German.
 - where you can speak English.
- To work in an office, you usually must speak German very well and also write very well in German.
Therefore, please learn as much German as possible.
More information on learning German can be found in chapter 8.1.

7.3 Working in your profession

- In Germany, in many professions you have to know different things than in your home country.
That's why you often can't immediately get back into your profession.

- Important to know:
 - You can get your certificates recognized.
That means:
They will check your certificate, with which German degree it is on the same level.
Information on the [recognition of diplomas](#) can be found on the Internet:



- Perhaps you can get the completion of your vocational training officially recognized.
Or you can get parts of your vocational training recognized.
Then you will be told what you need to learn for a full recognition.
You must pay for the recognition.
- Get advice from the Advice Centre for the [Anerkennung ausländischer Berufsqualifikationen](#) from the "AWO".
Please make an appointment:
Tel. 0711 21061-17.



- You can do an apprenticeship in Germany.
More information can be found in chapter 7.6

7.4 Job search

- A lot of information about professions and vacancies can be found in [easy German](#) and in [English](#) on the Internet.



- If you don't receive "Bürgergeld" (citizens' benefit), ask the "Bundesagentur für Arbeit" (federal employment agency),
 - if you are looking for a job.
 - if you want to do an internship.
 - if you want to do a vocational training.

Please make an appointment.

Phone: 07161 9770 900.

You can find the exact contact details for the "[Bundesagentur für Arbeit](#)" on the Internet:



- If you receive "Bürgergeld", the "Jobcenter" will help you find a job.
- The support from the "Jobcenter" at the beginning will be that you can learn German well in peace. With good German, your chances are much better to find a job. You can find the contact details for the "Jobcenter" in chapter 3.10.

- It is good if you also actively search for a job yourself. Then you will find a job faster.
 - You can search for a job via the job search from the "Bundesagentur für Arbeit" (federal employment agency) on your own.
 - You can take advantage of additional offers to help in finding a job.
- The [job search from the "Bundesagentur für Arbeit"](#) can be found on the Internet.



On another homepage it is explained in easy German what [interesting things you can find](#) when looking for a job.



- Additional help in finding a job is available,
 - at the project "[MiA](#)" (mothers in work) in Filderstadt-Bernhausen.
As a mother, you can ask about the "MiA" project at the "Jobcenter".
More [information about "MiA"](#) can be found on the Internet.



- at the "Jugendbüro Echterdingen" (youth office Echterdingen), which offers help for young people.
"Jugendbüro Echterdingen"
Schimmelwiesenstraße 18
70771 Leinfelden-Echterdingen
Phone: 0178 8725119
E-mail: jugendbuero@sjr-le.de
- at the project "Integration durch Arbeit und Ausbildung" (integration through work and training).
Contact. Mr. Matrai, "Amt für soziale Dienste",
M.Matrai@le-mail.de Phone: 0711 1600-326.

7.5 Working in Germany

- Working in Germany is different than in many other countries:
 - For most professions, you must have a thorough training.
 - For most jobs, you need to speak fluent German.
 - There are rules on how you apply.
 - There are many laws and rules for work.
Many of these rules are listed in a written employment contract.
 - A job without a written employment contract is mostly illegal.
Therefore, please do not work without a written employment contract.
Otherwise, there may be big problems for you.
 - You must stick to the rules in the employment contract.
Otherwise, you'll get into big trouble or receive a notice.
Have the employment contract explained to you, that you know the rules.

- For a job, you need to give your employer a lot of official documents.
One important thing is your "Steuer-ID" ("Steuer-Identifications-Nummer" / tax identification number).
If you don't have your "Steuer-ID" in your records, have them send the ["Steuer-ID" once again](#).

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- If you have a job and earn money,
 - you must contact the "Landratsamt" or the "Jobcenter".
Otherwise, you can get into big problems.
 - Then you won't get any money or less money from the "Landratsamt" or the "Jobcenter".
- Also, always inform these if you are doing an unpaid internship or a short trial:
 - the "Bundesagentur für Arbeit" if you receive money from the "Landratsamt".
 - the "Jobcenter" if you receive "Bürgergeld".
- The employment contract states how much money you earn.
But note!
You only get paid about two-thirds of the earnings into your current account.
This is because your employer must pay from your earnings immediately:
 - taxes on your earnings.
 - your share of health insurance.
 - your share of nursing care insurance.
 - your share of unemployment insurance.

- A lot of information about applying, employment contracts, taxes, vocational training and other matters can be found in the brochure "Arbeiten in Deutschland" (working in Germany). The information is written in easy German. You can get this brochure free of charge from your "Integrationsmanager".
- Important to know:
If you don't earn much money, you may be able to get "Wohngeld" (housing benefit) or "Kinderzuschlag" (child benefit).
More information can be found in chapter 3.12.

7.6 Vocational training / apprenticeship

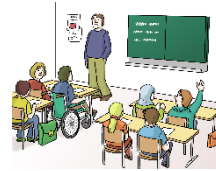
- Even adults can do an apprenticeship, because skilled workers are in demand.
- With a vocational training,
 - you have a better chance of finding a good job.
 - the work is often better than without having vocational training.
 - you often earn more money after the training than without a training.
- In Germany, we must study for many professions. You can find more information about studying in the chapter 8.4
- For other professions, we do a vocational training. The training usually lasts for 2 to 3 1/2 years. Often the training consists of 2 parts. That's why the training is also called dual training.

- The dual training consists of:
 - a practical part:
At the workplace, you learn everything practical for the profession.
 - a theoretical part:
In vocational school or other special schools, you gain more knowledge for your job.
 - Talk to the "Ausländerbehörde", if you want to do an apprenticeship and if you are in the "Gestattung" (permission) or in the "Duldung" (toleration).
 - With many vocational trainings, you earn some money.
This money may not be enough to live on.
Then,
 - you can apply for "Ausbildungsbeihilfe" (training allowance) from the "Bundesagentur für Arbeit".
 - Or you can talk to the "Jobcenter" before the training if you get "Bürgergeld".
- Information on the "[Ausbildungsbeihilfe](#)" can be found on the Internet.

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8 Education



8.1 Learning German

- It is important that you learn German:
 - Without German, it is difficult to find a job.
 - Without German, it is difficult to find an apartment.
 - Without German, you need a lot of help.
- In an "Integrationskurs" (integration course),
 - you can learn German.
 - you can learn a lot of important things about Germany.

More [information about the "Integrationskurs"](#) can be found on the Internet in various languages.

Search for your language.



- "Integrationskurs" can be taken at the "VHS" ("Volkshochschule" / adult education centre) Leinfelden-Echterdingen.
Registration and information regarding the courses:
 - Phone: 0711 1600-315
 - E-mail: VHS@le-mail.de
 - On the [website of the "VHS"](#)

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- "Integrationskurs" courses are expensive.
You will receive benefits for the "Integrationskurs",
 - if you got a residence permit.
 - if you have a good perspective of staying (*your chances are good that you will be allowed to stay in Germany*).
 You currently have a good chance of staying, if you are from these countries: Syria, Eritrea, Somalia, Afghanistan.

You can find information in many languages on the [website of the "BAMF"](#).
Search for your language.



- If the "Integrationskurs" will not be paid for you,
 - apply for a "Stadtpass" (city pass).
Then you only need to pay half of the price for the "Integrationskurs".
You can find out more about the "Stadtpass" in chapter 3.8.
 - ask the "VHS" for instalment payments.
- Sometimes you must wait to join an "Integrationskurs".
Then you can start on your own with learning German.
You can learn German for free,
 - on the ["VHS-Lernportal"](#).

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- on the website of the "[Goethe-Institut](#)".



- on the website of "[Deutsche Welle](#)".



- Important to know:
Children learn German quickly and well if they can speak their mother tongue well.
Therefore, please only speak in your native language with your children.
This is the best way to help your children to learn good German.

8.2 Kindergarten / "Kita"

- We say "Kita" to the kindergarten.
"Kita" is the abbreviation for daycare centre.
- There are not enough places in the "Kita".
That's why many parents must wait for a place in a "Kita" for their children.
You, too, will probably have to wait for a place for your child.
- Without registration, no one knows that your child needs to go to the "Kita".
Therefore: Register your child as soon as possible, if you want it to go to a "Kita".
You can ask for forms for registration at a "Kita".

You can find more [information on how to register](#) for the "Kita" on the Internet.

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- You must pay for a place in the "Kita".
But: If you receive money from the "Landratsamt" or the "Jobcenter", then you can apply for exemption from the "Kita" fees.
You must submit the [application](#) to the "Kreisjugendamt" (district youth welfare office):
Pulverwiesen 11, 73726 Esslingen am Neckar
Phone: 0711 3902-2650

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- If you need help with filling out the application, go to a consultation.
You can find out more about consultation in chapter 6.3.

8.3 School

- Children who are 6 years old until June 30th of a year, will have to go to school in September of that year.
Then they must attend school until they are 18 years old.
This applies for all children, including your children.
- You need to register your children for school latest after you have been in Germany for 6 months.

- Register your children here:
 - Children from about 6 to 9 years age in the "Grundschule" (primary school) in the district where you live.
Call or visit the secretariat of the school in the morning.
 - Children from about 10 to 14 years of age in a "weiterführende Schule" (secondary school).
At some of the "Grundschule" and "weiterführende Schule" there are special preparatory classes for learning German.
Please call a school and ask where there is a place in a preparatory class for your child.
For example, at the "Ludwig-Uhland-Schule" or at the "Immanuel-Kant-Realschule".
 - Please register children from about 15 years of age at a "Berufsschule" (vocational school).
Ask your "Integrationsmanager".
 - [Information about the schools](#) and the contacts of the schools in Leinfelden-Echterdingen can be found on the Internet.

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- Important to know:
 - Students must be vaccinated against measles.
 - Talk to the teachers.
Ask the teachers,
 - whether your children learn easily or need help.
 - whether your children have good relationships with the other children in the class.
 - what you can do to help your children feel comfortable at school as quickly as possible.

- Would you like to know how [school works in Germany](#)?
More information in many languages can be found on the Internet.
Search for your language.



- You want to talk to someone about your questions about "Kita" and school:
Would you like to have help talking to teachers?
The "Interkulturelle Elternmentoren" (Intercultural parent mentors) will be happy to help, perhaps also in your language.
 - The "Elternmentoren" are well versed in the educational system in Germany.
 - For example, the "Elternmentoren" can accompany you to parent-teacher meetings with the teacher or with the kindergarten teacher and translate.
 - Contact: 0711 / 1600-246 or elternmentoren@le-mail.deYou can find more information about the "[Interkulturelle Elternmentoren](#)" on the Internet.

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- If you receive benefits from the "Landratsamt" or the "Jobcenter", you can apply for your children.
- This application is called application for "Bildung und Teilhabe" (education and participation).
You can submit the application, for example to get
 - money for school supplies.
 - money for the food at school.
 - money for excursions and school trips.
 - money for tutoring.

You submit the application for "Bildung und Teilhabe",

- to the "Landratsamt", if you receive asylum seeker benefits.

The [application form](#) can be found on the Internet.

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- to the "Jobcenter" together with the application for "Bürgergeld".
- You can find more information about the "Bürgergeld" in chapter 3.10.
- Children can also stay at their school after the lessons if they find a place in the "Schulkindbetreuung" (school child care).
- In the "Schulkindbetreuung",
 - the children do their homework.
 - the children can ask about homework.
 - the children can do sports, do handicrafts, play with other children or do other things.
 - your children can learn better German.
- You must pay for the "Schulkindbetreuung".
But if you receive money from the "Landratsamt" or the "Jobcenter", then you can submit an [application for exemption from fees](#) at the "Kreisjugendamt".

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- Register your child for "Schulkindbetreuung" if you wish.
You can get the forms, where the "Schulkindbetreuung" takes place.
Or on the Internet.
More information can be found on the [Internet](#).
Often, you must wait for a place in the "Schulkindbetreuung".

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8.4 Studies

- For professions in Germany, you must
 - do vocational training,
 - or study.Information on vocational training can be found in chapter 7.6.
- Important to know:
 - Studying in Germany is very difficult.
 - For most fields of study, you must apply directly at a university.
Applications are only accepted at certain times.
 - For most fields of study, you will need to speak German very well.
Most of the time, you must have a certificate for level C1.

- There are only a few subjects you can study in English.
To do this, you will usually need to obtain a certificate for very good English.
- You may be able to get recognized some certificates of your studies in your home country.
For this recognition, you need certificates.
- You don't have to pay tuition fees to study at a state university.
But you must pay a semester fee 2 times a year, just like every other student.
- If you are studying, you may be able to get "BAföG".
This is money to live, according to the "Bundesausbildungsförderungsgesetz (federal training assistance act).
More information can be found on the [website of "BAföG"](#).

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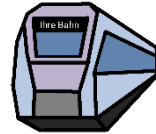


- For more information, please contact the Student Advisory Service of the university where you want to study.
In Stuttgart, this is the [Student Advisory Service for foreign students](#).

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9 Mobility



9.1 Public transport

- Public transport includes:
 - Buses
 - "U-Bahn" (underground train) and "S-Bahn" (suburban railway)
 - "Regionalbahn" (local railway)
- In the Stuttgart region, the public transport system is called "Verkehrs- und Tarifverbund Stuttgart" (transport and tariff association Stuttgart) or "VVS" for short.
- Information on how to use the "VVS" and connections can be found on the website from the "[VVS](#)".

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- If you use public transport, please remember to buy and validate a suitable ticket for your journey. For riding without a suitable, valid ticket you will have to pay 60 €.
- [Information on how to buy tickets](#) can also be found on the website of the "VVS".

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9.2 Riding a bike

- You can ride your bike for free.
You are often faster over short distances than with public transport.
- You must [obey the traffic rules](#).
More information can be found on the Internet.
Search for your language.



- If you are riding a bike and cause an accident, it could be very expensive for you.
Please consider taking a "Privathaftpflichtversicherung" (personal liability insurance).
More information can be found in chapter 2.11.

9.3 Driver's license

- You are not allowed to use your [foreign driver's license](#) in Germany.
More information can be found on the Internet in many languages.
Search for your language.



- Getting a driver's license is very expensive.
You must pay for the driver's license yourself.
There is no help for paying for your driver's license.